

## LUMI GJECI

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### PROFESSIONAL SUMMARY

Detail-oriented and adaptable professional with a background in IT, healthcare management, travel coordination, and sales. Proven ability to manage complex logistical operations, enhance customer satisfaction, and lead teams effectively. Skilled in web development, financial management, and process optimization.

### EXPERIENCE

**2023 – 2024**

#### **RELOCATION AND SKILL DEVELOPMENT**

- Relocated primary residence from Albania to the USA, managing logistical challenges and adapting to a new environment while balancing personal and professional growth.
  - Engaged in self-directed online coursework to enhance skills in web development, completing courses on and not limited to: HTML/CSS/JavaScript/Responsive Design.
- View my portfolio at: <https://lumisportfolio.netlify.app/>

**2020 – 2023**

#### **MEDICAL CLINIC COORDINATOR & MANAGER**

DIVA CLINIC, TIRANA – ALBANIA

- Coordinated daily clinic operations by overseeing scheduling, patient intake, and staff assignments, which improved overall efficiency and patient throughput
- Conducted regular staff meetings to address concerns and disseminate information, fostering a collaborative work environment and reducing employee turnover.
- Assisted in recruiting, hiring, and onboarding new staff, and maintained financial reports and budgets, ensuring regulatory compliance and reducing financial discrepancies.

**2018 – 2020**

#### **B2B RESERVATIONS COORDINATOR AND TRAVEL AGENT**

INTOURS TRAVEL AGENCY, TIRANA – ALBANIA

- Managed B2B reservations for corporate clients by negotiating contracts and securing competitive rates, ensuring smooth travel arrangements.
- Developed strong supplier relationships to ensure high-quality service delivery, maximizing client satisfaction.
- Created customized travel itineraries tailored to client preferences, optimizing travel experiences and consistently exceeding expectations.

**2015 – 2018**

#### **RETAIL SALES REPRESENTATIVE**

VODAFONE ALBANIA – CELL385, TIRANA – ALBANIA

- Successfully engaged customers to understand their needs and recommend suitable telecommunications products and services at Vodafone Albania.
- Executed effective sales strategies to achieve and exceed monthly targets, contributing to a significant increase in revenue for the company.
- Maintained a high level of product knowledge and kept up-to-date with industry trends to provide accurate information and enhance customer satisfaction and loyalty.

### EDUCATION

**2012 – 2015**

#### **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**

FACULTY OF NATURAL SCIENCE, UNIVERSITY OF TIRANA – ALBANIA

- Broad knowledge of informatics and its supporting disciplines and applications.
- Focused discipline in web design and web development.